

Patient participation Group

Tuesday 14<sup>th</sup> January 2020 – 11.00 am

Apologise: Mrs P L

Attendees: Sue Moody, Dr Jaiveloo, Mr & Mrs P, K P, K H, B S, B D, A W

Minutes

**1. CQC telephone interview 7<sup>th</sup> January – update**

CQC sent questions out and did telephone interview with Sue on Tuesday, they are happy that not a lot has changed in the surgery running and stated that the rating would stay the same for another 2 years until the next visit is due. They did point out that they are requiring practices to look at recording patients with special needs and what support they need. Also a 2% of practice population to be recorded as Carers. The practice is roughly 3 – 4 %, but this is something we continually encourage patients who call regarding family to complete. Now have a GOOD rating at the moment, may increase ratings in the future. Linked with Bransholme, looking at having a Nurse Practitioner in the future, currently undertaking audit and review/training for the nurses on Heart failure.

**2. Online Consultations – Update**

This is now live, only had a small number used at the moment, these are reviewed as they come in by admin and then passed to the doctor if this is a clinical problem. Self-help is given whilst answering online questions where appropriate. In some cases if this cannot be dealt with without a face to face appointment, the patient is given an appointment to discuss.

**3. Spirometry Diagnosis Update / Training**

New regulations around Spirometry screening and interpretation of results, comes in to effect in April, The Doctor cannot interpret result either unless he has undertaken the training. All patients on the Chronic Obstructive Pulmonary Disease register will need to be retested to confirm diagnosis. Maggie is in the process of completing this course. This is going to be a lot of work for all practices in the area.

**4. Electronic Prescriptions/ Manual**

There is a nationwide plan to switch off manual prescriptions at the end of March; therefore some teething problems will be expected.

**5. Question about practice and what treatments are available**

i.e., as regards to post surgery arrangements, removal of Sutures, we still provide this service unless the sutures are on the face. If we do not have the capacity to fit you in you will be asked to call the community treatment room to book an appointment with them. It is always best to call and book as soon as you know it is going to be needed.

**6. Prescriptions drug difficulties**

Recent issued with getting antibiotic medication from the chemists, making a delay in treatment due to supply issues.

Sue explained that the surgery is currently facing quite a lot of work relating to this problem, there are several medications that are currently out of stock, or cannot get from the supplier. Dr Jaiveloo has had to change a lot of medications due to this ongoing issue.

Matters Arising

**Missed Appointments**

There are still quite a number of missed appointments; the group was asking what process was followed in this situation.

Sue explained that all patients are sent DNA text if they have a mobile phone, after 3 consecutive appointments missed they will be sent a letter.

**Next Meeting Tuesday 19<sup>th</sup> May 2020 – 11.00 am**